



NEW CUSTOMER DISCLOSURE-(Cont'd)

Service Shutoffs

Basic local service and regulated toll service can be shut off for:

- (1) nonpayment of a delinquent account for basic local service;
- (2) nonpayment of a delinquent account with a balance of \$150 or more for basic local service and regulated toll service; a delinquent balance of \$125 or more for three consecutive months for basic local
- (3) service and regulated toll service;
- (4) unauthorized tampering or interference with company facilities and equipment that are on the customer's property;
- (5) refusal to grant access at reasonable times for inspection, maintenance, or replacement of equipment installed on customer's property;
- (6) misrepresentation of the customer's identity;
- (7) violation of a company tariff that hurts the safety of the customer or other persons or the integrity of the Company's system;
- (8) any other unauthorized use or interference with basic local service.

The company will notify the customer in writing of a proposed shutoff at least five days before it is scheduled to take place.

Shutoff Extension for Medical or Psychiatric Emergency

In case of a medical or psychiatric emergency, the company may postpone the shutoff for up to 15 days. To qualify, a customer must provide a physician's certificate identifying the illness and stating there was an emergency. The postponement may be extended for an additional 15 days if the customer provides another physician's certificate.

Restoration of Service

After a shutoff, before it restores service, the company may require the customer to pay all past due charges for basic local service and regulated toll service, a reconnect charge, and a deposit of up to \$150 for each line.

Information for the Visually Impaired

The information contained in this pamphlet is available at no cost, in audio format, to customers who have visual impairments.

Further Information and Help

If you have any questions about your rights and responsibilities or the rights and responsibilities of your local telephone company, please feel free to contact the company. You may also contact the Michigan Public Service Commission at 1-800-292-9555 or: P.O. Box 30221, Lansing, MI 48909

411

Dial 411 and get ANY number ANYWHERE in America and get connected.*

Now you can use 411 for all your directory assistance needs. 411 is the quick and easy way to get:

- local listings
- national listings
- Canadian listings
- 800 numbers

Dialing 411 offers considerable savings from using 555-1212. 411 is now the only number you need to know when you need to know a number. Start using 411 today.

- NO sign-up fee
- NO registration fee
- NO monthly fee
- NO commitment
- Optional Call Connect*

Start using 411 today.

No hassles. No hang-ups. No fussing with area codes. Just dial 411 for any number, anywhere in the United States or Canada.

* Toll charges may apply to calls connected outside your service area. Local call completion may not be available in all areas.



Do you routinely review your monthly telephone bill and its itemized charges? If not, the Michigan Public Service Commission (MPSC) recommends that all consumers check their monthly bills as a matter of routine. Telephone bills have become more complex and may include unfamiliar, inappropriate or incorrect charges. Therefore, it is wise for consumers to become familiar with the charges included on their monthly bills.

A monthly bill from your local telephone company will always include charges for basic local exchange service. Other charges may include:

1. Costs for optional services, such as a second telephone line;
2. Long distance charges from other companies;
3. Voice messaging services;
4. Inside-the-home wire maintenance contracts (an optional service); and
5. Custom calling features (caller ID, call waiting, call forwarding and others). The specific names for these services can vary from company to company;
6. Jamadots Internet service.

It is a good idea to review your bill each month to ensure that charges appear only for the services you have ordered. If a charge does not appear to be correct, call your local telephone company as soon as possible and request an explanation. Upon request, the company *must* provide a complimentary copy of the rate schedule applicable to your usage. Note, however, that the MPSC does not regulate the rates and charges for optional services, and the charges may change without notice.

The following charges may appear on your monthly local and long distance bills. These charges are permitted but not required under state or federal laws.

1. **Federal/State Subscriber Line Charges** - Some of these charges cover the cost of the local telephone network. The maximum federal charge for a single residential line is currently \$6.50 per month (business line charges are higher).

2. **Universal Service Fund, or School/Library Internet Charge** - Provides assistance to rural and low-income telephone customers and helps provide technology to libraries and public schools. This charge varies by telephone company.

3. **Primary Interexchange Carrier Charge (PICC)** - Covers the costs of long distance, interstate, and intrastate telephone networks for use of the local telephone company's network. Charges may vary between telephone companies. (Applicable only to multiple line businesses.)

State and federal taxes and the 9-1-1 surcharge(s), which covers the cost of operating the local emergency phone system, are required on all customers' bills.

For questions regarding the above charges, call your local or long distance telephone company.

Some actions you can take to protect yourself:

1. Always review the summary of long distance calls and verify that you or someone in your household is responsible for those listed on the bill. Remember, you are responsible for calls placed from your telephone.
2. Call your local telephone company to determine which calls are within your local calling area. Check your bill each month to make sure local calls are not billed at long distance rates.
3. Immediately contact the telephone company and request an investigation if you don't think you are responsible for a particular call, or if you have questions regarding charges on your bill.

For more information related to your monthly telephone bill, call your local telephone company.

Information provided by the Michigan Public Service Commission (MPSC). The MPSC is an agency within the Department of Consumer and Industry Services.

Custom Calling Features



DIALING CODES

	Activate	Deactivate
Anonymous Call Rejection	*77	*87
Automatic Callback	*66	*86
Automatic Recall	*69	*89
Call Forwarding Unconditional	*72	*73
Call Forwarding-Busy	*90	*91
Call Forwarding-Don't Answer (Delayed)	*92	*93
Call Forwarding-Selective	*83	*83
Call Rejection	*60	*60
Call Trace	*57	—
Call Waiting-Deactivation	—	*70
Caller ID Block Per Call	*67	*82
Caller ID with Privacy Plus	*78	*78
Do Not Disturb	*78	*78
Find-Me-Follow-Me	*371	*372
No Solicitation	*78	*78
Priority Call	*61	*81
Remote Access Forwarding Call Access #, Enter PIN	*78	*78
Security Screen	*78	*78
Selective Call Acceptance	*64	*84
Selective Call Rejection	*60	*80
Selective Call Waiting	*78	*78
SIM Ring	*361	*362
Speed Calling One-Digit	*74	—
Speed Calling Two-Digit	*75	—

Custom Calling Features



CALL WAITING

Lets you know that someone is trying to call you while you're on the telephone.

To Use:

- A short tone lets you know when a second call is waiting.
- The second party will hear the usual ringing signal.
- Press the flash or hookswitch briefly. This puts the first party on hold and allows you to speak with the second party.
- When finished with the second party press the flash or hookswitch to go back to your original call. You may go back and forth between the two calls by pressing the flash or hookswitch.

CANCEL CALL WAITING

Cancel Call Waiting: This feature lets you cancel call waiting so you won't be interrupted on an important call.

To Cancel Call Waiting before calling:

- Lift the handset and listen for the dial tone.
- Touchtone line:** Dial the deactivation code *70, (star seven, zero) and listen for a special dial tone.
- Now dial the number you wish to call.
- When you disconnect your call, Call Waiting is automatically reactivated.

To Cancel Call Waiting during a call:

- You must have three-way calling to cancel call waiting during a call.
- Place your current call on hold by depressing the hookswitch for one second.
- Listen for the dial tone, then dial:
Touchtone line: *70 (star seven, zero).
- Listen for a special "stutter tone" tone, then depress the hookswitch for one second and return to your call.
- When you disconnect your call, call waiting is automatically reactivated.

CALL FORWARDING

Allows you to have incoming calls transferred to another phone number.

To Activate:

- Listen for dial tone.
- From a Touch Tone phone, press *72.
- Listen for a second dial tone.
- Dial the telephone number to which you want calls forwarded. If the party answers your call, forwarding has been activated. If the party does not answer, you need to repeat the activation process and wait 4 seconds for a confirmation tone.

To Deactivate:

- Listen for dial tone.
- From a Touch Tone phone, press *73.
- Listen for confirmation tone and hang up.

REMOTE CALL FORWARDING ACCESS

PIN _____ (4-digits, cannot be 0000)

To Activate:

- Dial the Remote Call Forward Access telephone number for your particular exchange (example: XXX-9858).

Exchange listings:

Ontonagon 884	Bruce Crossing 827
Mass/Greenland 883	White Pine 885
Rockland 886	Ewen 988
Watton 355	Golden Lake 472
Trout Creek 852	

- When prompted dial the 10-digit number you wish to have forwarded. Press the # key (example: 906-884-5555 #).
- When prompted enter your PIN followed by the # key.
- When prompted enter *72 (star-72). You will immediately hear a stutter tone. Enter the 10-digit telephone number you are forwarding calls to.
- The telephone at the number you are forwarding to will ring. The telephone will need to be answered, in order to activate the Remote Call Forwarding service.

Note: If you hear a busy signal when you dial *72, this means that Call Forwarding is already activated for this telephone number. You will need to hang up and remove Call Forwarding by following the below directions to deactivate Call Forwarding.

To Disable:

- Dial the Remote Call Forward Access telephone number for your particular exchange (example XXX-9858).

Exchange listings:

Ontonagon 884	Bruce Crossing 827
Mass/Greenland 883	White Pine 885
Rockland 886	Ewen 988
Watton 355	Golden Lake 472
Trout Creek 852	

- When prompted dial the 10-digit number of the forwarded number. Press the # key (example: 906-884-5555 #).
- When prompted enter your PIN followed by the # key.
- When prompted enter *73 (star-73). You will immediately hear a stutter tone. Remote Call Forwarding is now deactivated.

Custom Calling Features



BUNDLED SERVICES

For added savings, custom calling feature packages are available. Please call the OCTC or MTC business office for information on current offerings.

CALL FORWARD NO ANSWER

This feature allows you to forward incoming calls when your line is not answered another preselected number.

To Activate Call Forward When Busy:

Lift the handset and dial activation code: *92 (star, nine, two). You will hear a short "stutter" dial tone and then a normal dial tone. When you hear a normal dial tone, dial the number you want your calls forwarded to. Remember to dial the 1 if it is a long distance call. When the party answers the feature is activated.

Note: If the party to which you are forwarding calls does not answer or if it is busy, hang up the phone and repeat the steps. If you retry the steps within two minutes of the original attempt and wait for a four-second time-out period you will hear "two tones" which indicate the Call Forward No Answer feature is in effect.

To Deactivate Call Forward No Answer:

Lift the handset and dial *93 (star, nine, three). Wait until you hear two tones which indicates the call forward has been deactivated.

SPEED CALLING 8 & 30

Allows you to program frequently used telephone numbers into your telephone.

To Assign Speed Calling Numbers:

- Listen for dial tone.
For Speed Call 30
from a Touch Tone Phone Press *75
For Speed Call 8
from a Touch Tone Phone Press *74
- Listen for dial tone.
- Dial the number code to be substituted for the desired phone number.
2-9 for Speed 8
20-49 for Speed 30
- Dial the telephone number to be associated with that code.
- Listen for confirmation tone.
- Hang up.

To use the Speed Calling Feature:

- Listen for dial tone.
- Dial the code assigned.
- Either press # key or wait four seconds to indicate end of dialing sequence.

THREE-WAY CALLING

THREE-WAY CALLING - Lets you add a third party to your conversation.

To Add A Third Party:

- Depress the hookswitch for a half-second. This puts Party "A" on hold.
- Dial Party "B", the person you want to add.
- Listen for dial tone.
- When "B" answers, bring "A" back by depressing the hookswitch for a half-second. Your three-way connection is now established.
- If you get a busy signal or no answer when calling Party "B" and want to reconnect Party "A", depress the hookswitch a half-second. This will stop the call to Party "B" and reconnect Party "A". (If the busy or ringing signal continues - depress the hookswitch again.)

To Disconnect:

- Hang up. This breaks the three-way connection. The other two parties will receive a dial tone.
- Party "A" can leave the connection by hanging up. You can continue talking with Party "B".
- You can disconnect Party "B" by depressing your hookswitch once. You can continue talking with Party "A".

To Add A Different Third Party:

- Party "A" hangs up. Wait for clicking sound, then repeat steps to add a third party.
- Disconnect Party "B", then repeat steps to add a third party.

Custom/Class Features



TEEN/DISTINCTIVE RING

This feature allows you to have two telephone #'s ring on one line but with different ring tones.

ANONYMOUS CALLER REJECTION

Anonymous Caller Rejection allows you to reject calls for which calling name or calling number display information has been intentionally blocked. You do not need to be a subscriber to Calling Name or Calling Number Delivery to have this feature.

How to Use:

1. Pick up the handset and listen for a dial tone.
2. Dial *77 on a touch tone phone.
3. Listen for a confirmation message. Once you've received confirmation, hang up. If you don't receive a confirmation message, try again making sure you use the correct numbers.

When Someone Calls:

When someone calls who has activated Calling Name or Calling Number Delivery Blocking he/she will receive a message that you're not taking calls from private numbers. All other callers will go through as usual.

To Cancel:

1. Dial *87 from a touch tone phone.
2. Listen for a confirmation message. Once you've received confirmation, hang up. If you don't receive a confirmation message, try again making sure you use the correct numbers.

AUTOMATIC CALLBACK

Automatic Callback works like an enhanced redial button. If the line you're trying to reach is busy, Automatic Callback keeps trying the number for 30 minutes. Once both lines are idle, you'll hear a special ring. When you pick up the handset, the system will ring the party you're trying to reach.

How to Use:

1. Pick up the handset and listen for a dial tone. If you hear a busy tone when you call someone, press the hookswitch and release quickly to receive a special dial tone.
2. Dial *66 on a touch tone phone.
3. If the line is still busy, hang up. Automatic Callback will check the line for 30 minutes.
4. If the line becomes free within 30 minutes, you receive a special callback ring. (Some phones may ring normally.)
5. Pick up the handset to automatically place the call.

To Cancel:

1. Dial *86 from a touch tone phone. You will receive a confirmation tone (usually a double tone).

AUTOMATIC RECALL

Automatic Recall lets you dial the last incoming call you received whether or not you answered the phone. When you activate Automatic Recall, the system tells you the directory number of the last incoming call and then gives you the choice of continuing the recall or ending the recall. If you recall and the line is busy, Automatic Recall will keep trying the number for up to 30 minutes.

How to Use:

1. Pick up the handset and listen for a dial tone.
2. Dial *69 from a touch tone phone. You will receive a message stating the directory number that called you and directions on how to continue the recall or end the recall.

If the Line is Busy:

1. If the line is busy when you activate Automatic Recall, hang up. The Automatic Recall feature you activated will last for 30 minutes.
2. A special callback ring lets you know when the line is free. (Some phones may ring normally.)
3. Pick up the handset and the call is automatically placed.

To Cancel Your Recall:

1. Dial *89 and listen for a confirmation tone. Once you receive the tone, hang up.

*Available as a flat monthly or per use fee.

Class Features



CALLING NAME AND/OR NUMBER DELIVERY

Calling Name Delivery identifies the name of the calling party. After your phone rings once, the caller's name appears in the display. You can then decide if you want to answer or not. The date and time of the incoming call is also displayed.

How to Use:

1. When you receive a call, wait until after the first ring.
2. Your phone will then display the caller's name.
3. If you choose to answer the call, the name remains on the display until the caller hangs up.

CALLER ID CALL WAITING

Lets you know who is trying to call you while you're already speaking to someone else. Requires a Caller ID Unit or phone w/call waiting capability.

NAME AND/OR CALLING NUMBER DELIVERY BLOCKING

Calling Number Delivery Blocking allows you to prevent your number from displaying on someone's phone. You perform blocking on a per call basis.

How to Use:

1. Pick up your handset and listen for a dial tone.
2. Dial *67 from a touch tone phone. You'll receive a new dial tone.
3. Dial the number you're calling.
4. The person you've called will receive a "P" or "Private" on his/her phone display.

You must complete Steps 1 - 3 each time you want your number blocked from displaying on someone's phone.

CALLING NAME AND NUMBER DELIVERY SUPPRESSION

Calling Name and Number Delivery Suppression allows you to prevent your name and number from displaying on someone's phone on a full-time basis. You can allow your name and number to display on a per call basis by dialing *82 and then the number you are calling.

CUSTOMER ORIGINATED TRACE

Customer Originated Trace lets you trace the origin of a harassing or obscene call. After completing the following procedures it will be necessary for you to contact the Sheriff's Department and they will request the information you have generated from the telephone company.

Information generated from the trace is printed at the telephone company.

How to Use:

1. When you receive an obscene or harassing call, hang up the handset.
2. Pick up the handset and listen for a dial tone.
3. Dial *57 from a touch tone phone.
4. You will receive a message to confirm you want the call traced. If you do, you will need to dial a 1. Then contact the Sheriff's Department and they will request the information you generated from the telephone company.

Note: Some phone systems may give you voice instructions for dialing an additional code to place the trace.

*Available as a flat monthly or per use fee.

DISTINCTIVE RINGING/CALL WAITING

Distinctive Ringing/Call Waiting allows you to program directory numbers that will be identified by a distinctive ring when they call you. If you also have Call Waiting and you're engaged in a phone conversation when a call from someone on your distinctive list arrives, you will hear a distinctive call waiting tone.

How to Use:

1. Pick up the handset and listen for a dial tone.
2. Dial *61.
3. You will receive a message telling you whether the feature is "on" or "off" and if there are any numbers on your list.
4. Follow the voice instructions and dial 3 to turn the feature "on" or "off".

To Add the Last Caller to Your Distinctive List:

1. Dial #01#.

To Review the Numbers on Your List

1. Dial 1 and follow the voice instructions.

To Add a Number to Your List

1. Dial # and follow the voice instructions.

To Remove a Number from Your List

1. Dial * and follow the voice instructions.

Class Features



SELECTIVE CALL ACCEPTANCE

Selective Call Acceptance stores directory numbers from which you will accept calls. An incoming call from a directory number not on your list will receive a message stating that you're not taking calls right now.

How to Use:

1. Pick up your handset and listen for a dial tone.
2. Dial *64.
3. You will receive a message telling you whether the feature is "on" or "off" and if there are any numbers on your list.
4. Follow the voice instructions and dial 3 to turn the feature "on" or "off".

To Add the Last Caller to Your Acceptance List:

1. Dial #01#.

To Review the Numbers on Your List

1. Dial 1 and follow the voice instructions.

To Add a Number to Your List

1. Dial # and follow the voice instructions.

To Remove a Number from Your List

1. Dial * and follow the voice instructions.

SELECTIVE CALL REJECTION

Selective Call Rejection allows you to selectively program a list of directory numbers that you want rejected or blocked when they call you. The rejected or blocked caller receives a message informing him/her that you're not taking calls. Your phone won't ring.

How to Use:

1. Pick up your handset and listen for a dial tone.
2. Dial *60.
3. You will receive a message telling you whether the feature is "on" or "off" and if there are any numbers on your list.
4. Follow the voice instructions and dial 3 to turn the feature "on" or "off".

To Add the Last Caller to Your Rejection List:

1. Dial #01#.

To Review the Numbers on Your List

1. Dial 1 and follow the voice instructions.

To Add a Number to Your List

1. Dial # and follow the voice instructions.

To Remove a Number from Your List

1. Dial * and follow the voice instructions.

SELECTIVE CALL FORWARDING

Selective Call Forwarding ensures that specific calls will reach you when you're away from home or the office.

How to Use:

1. Pick up the handset and listen for a dial tone.
2. Dial *63.
3. You will receive a message telling you whether the feature is "on" or "off" and if there are any numbers on your list.
4. Follow the voice instructions and dial 3 to turn the feature "on" or "off".

To Enter Your Forward-to Number:

1. If this is the first time you've entered a forward-to number, follow the voice instructions. If you already have a forward-to number recorded, the system reminds you what the current forward-to number is.

2. If the current number is correct, Dial 1.

3. If you want to change the current forward-to number, dial 0 and follow the voice instructions.

To Add the Last Caller to Your Forward List:

1. Dial #01#.

To Review the Numbers on Your List:

1. Dial 1 and follow the voice instructions.

To Add a Number to Your List:

1. Dial # and follow the voice instructions.

To Remove a Number from Your List:

1. Dial * and follow the voice instructions.

Note: When your service is on and someone calls that is on your forward-to list, he/she is routed to your forward-to number. If the caller is not on your forward-to list, the call rings at your phone as usual.

INTERACTION WITH OTHER FEATURES

With Selective Call Forwarding and regular Call Forwarding, you can forward calls to two different directory numbers.

You can forward calls to numbers that are long distance or out of your service area. The subscriber, not the caller, pays for the toll charges when a call is forwarded to a long distance number.

The list you create in Selective Call Forwarding is separate from the lists you create in any similar feature, such as: Distinctive Ringing, Selective Call Acceptance or Selective Call Rejection.

Class Features



FIND-ME-FOLLOW-ME

This service is available on individual lines (including teen service lines), business group lines and PBXs. It is not available on MLHG Pilot Directory Numbers, MADNs or PBX DID or DISA numbers.

This service provides a way for subscribers to configure additional numbers that will be rung instead of or as well as the subscriber's own number, any of which can answer the call. A predefined order is used to determine which number(s) to ring next. Once one number has answered the call, ringing on the other configured numbers is stopped.

The Find-Me-Follow-Me service allows the subscriber to configure a number of rules (up to a maximum of 32) that set an order for numbers to be rung. They can configure numbers for each of six steps. For each step, they can configure one or more number(s) that will be rung for a set amount of time before moving on to the next step. (If the numbers at a given step in the order are given different durations, they will all be rung for the longest duration before proceeding to the next step.) If the subscriber wants his/her own number to ring at any point, you must configure Find-Me-Follow-Me with a rule that alerts the subscriber's own number; this will *not* be done by default. If rules are set up so that a number is repeated, it will be called the first time it is encountered in the rules but will not be called again at a later step.

To enable: Press*371

To disable: Press *372

SIM RING

This service is available on individual lines (including teen service lines), business group lines and PBXs. It is not available on MLHG Pilot Directory Numbers, MADNs or PBX DID or DISA numbers.

This service provides a way for subscribers to configure additional numbers (up to a maximum of 32) which will ring as well as the subscriber's own number, any of which can answer the call.

The Sim Ring Service always rings the subscriber's own number. They may also configure one or more additional numbers that will ring simultaneously. For example, they could configure calls to their home telephone number to also ring their mobile telephone.

To enable: Press*361

To disable: Press *362

WARM LINE

This service is not available for ISDN or SIP subscribers. Many ISDN and SIP devices provide similar functionality.

This service allows a subscriber's line to be configured with a number that is dialed automatically when the telephone has been off the hook for a configurable amount of time.

This allows a subscriber to be given a default outgoing call, which can be useful to people who may not be able to reliably dial a number without assistance. For example, the outgoing call could be configured to go to a relative or caregiver.

Voice Mail

Bruce Crossing-Ewen-Ontonagon-Mass-Greenland
Rockland-White Pine-Watton-Trout Creek-Golden Lake



VOICE MAIL

Answers your calls and takes messages when you can't.

Voice Mail lets you receive messages while you're away from home, on the phone, or online...without an answering machine. No more need to worry about missing important calls because your phone was in use. Your messages are protected by your own private password so you are able to hold them privately; then review them at a time that is convenient for you.

PAGER ACTIVATION

Pager activation is suited for business and residential customers that currently carry a pager. The mailbox out dials the pager activation number and the customer's pager is set off. Construction workers, sales people, or anyone who is away from the phone a significant amount of their day would benefit from Pager Activation.

FAMILY TREE MAILBOX

A Family Tree Mailbox is a set of up to nine mailboxes. The Master Mailbox offers a general greeting that you record. The message you record should instruct your caller to select the person they are trying to reach.

5 USER FEATURE VOICE MAIL (ONE MAIN MAILBOX AND FOUR ADDITIONAL MAILBOXES)

The instructions for the 5 user feature mailbox are the same as the single user mailbox.

When you have finished setting up the main mailbox, press the star key (*) to exit. You will be returned to the main menu and be asked if you would like to log in as another user. Take option (3) and reenter your 10-digit telephone number and default PIN (000000). Then select which user you wish to set up next (1-4). Continue until you have entered all of the remaining users greetings and options for each individual mailbox.

We set your default PIN at 000000 for all users in this 5 user Voice Mail. You may set each mailbox with its own PIN number and it must be at least 6-digits.

Note: Stutter dial tone and message waiting indicator lamp will only be heard or displayed for the main mailbox providing the "extended absence setting" is turned off. If a message is received in any of your other 4 mailboxes, no stutter dial tone will be heard and your message waiting indicator lamp will not display.

GETTING STARTED

First-time sign-in

When you sign-in for the first time, you must set-up your mailbox. This can only be done from the telephone that is registered with the Voice Messaging service.

First-time sign-in involves three steps:

- changing your PIN.
- recording your greeting.
- recording your recorded name.

You may skip first-time sign-in once by pressing **, but after skipping it once, you must complete all three steps before you can enter your mailbox and listen to messages. The greeting and recorded name are played each time a caller accesses your mailbox to leave a message.

You can end the set-up process at any point by ending the call. If you do so, you will be asked to complete the remaining set-up steps the next time you enter your mailbox.

RECORDING A NAME

You are allotted a maximum of 10-seconds to record your name. If your recording is longer than 10-seconds you will be prompted to re-record your name.

Once you have recorded your name it is played back to you and you are provided with the options to either keep or change the recorded name.

- To re-record or change your recorded name, press 0 (zero).
 - To accept and keep your recorded name, press #.
- Once you have completed recording your name you will be directed to the main menu.

COMMON QUESTIONS & ANSWERS

Q: How do I know when someone has left me a message?

A: You will hear an interrupted (stutter) tone.

Q: How do I access my mailbox?

- A:** 1. Call your local exchange number + 9850 when calling from home.
2. While away from home dial your local exchange number + 9850**.
- (See Using Your Mailbox From Your Home for more information.)

Q: How long of a message can be left?

A: Messages can be up to 60 seconds in length.

Q: How many rings does it take before Voice Mail answers?

A: 4 rings.

Voice Mail

Bruce Crossing-Ewen-Ontonagon-Mass-Greenland
Rockland-White Pine-Watton-Trout Creek-Golden Lake

CHANGING YOUR PIN

You are first prompted to enter a new PIN, and then asked to re-enter the new PIN for confirmation.

You may press the * key to cancel your PIN set-up at any point. However, should you do so, you are returned to the beginning of the PIN set-up process.

Once you have successfully changed your PIN you are prompted to record your greeting.

RECORDING A GREETING

Your personal greeting must be longer than 2-seconds and shorter than 30-seconds. If your recording is shorter than 2-seconds you will be prompted to re-record your greeting.

Once you have recorded your greeting it is played back to you and you are provided with the options to either keep or change the greeting.

- To re-record or change your greeting, press 0 (zero).
- To accept and keep your greeting, press #.

Once you have accepted your greeting you will be prompted to record your recorded name.

USING YOUR MAILBOX FROM YOUR HOME

1. Dial the Voice Mail access telephone number for your particular exchange (example: XXX-9850).

Exchange listings:

Ontonagon	884
Mass City	883
White Pine	885
Watton	355
Bruce Crossing	827
Ewen	988
Rockland	886
Golden Lake	472
Trout Creek	852

2. Enter your PIN.
3. Press #.
4. You will hear a "Welcome" message and a summary of the messages in your mailbox.
5. Press 1 to listen to your messages.
6. To repeat the message, press 1.
7. To save the message, press 2.
8. To erase the message, press 3.
9. To hear the next message, press #.
10. To return to the main menu, press *.

HELP

You may press 0 (zero) from the main menu at any time for help.

- Press # for the next hint.
- Press 1-1 for the previous hint.

You can also contact your local office with any questions you may have. We will be happy to help you become more familiar with your Voice Mail service.

Voice Mail

Bruce Crossing-Ewen-Ontonagon-Mass-Greenland
Rockland-White Pine-Watton-Trout Creek-Golden Lake

HANDS FREE AND TIME SAVER OPTION

There are a number of ways you can set up your Voice Mail that will provide you with more hands free functionality as well as time savers. For example, you can select whether or not you want your messages played automatically when you log into your mailbox, or choose to receive brief instructions, or the standard instructions. To select hands free and time savers press zero.

RECORD NAME OPTION

The name you record will be used to identify your mailbox when sending or receiving messages through the Voice Mail system. To change press zero.

NOTIFICATIONS OPTION

Your notification option is how your mailbox alerts you that you have a message waiting. The message waiting indicator light on your telephone can be turned on or off using this option. To change press zero.

NEW! VISUAL VOICE MAIL

Now with Visual Voice Mail, you can access your Voice Mail from any phone or through your e-mail.

That's right! Visual Voice Mail attaches the actual spoken message to an email as an audio (.wav) file and then sends a voice mail notification with the attached message to your e-mail with each voice mail message received. You may play back your voice mail messages through your laptop or PC, without ever touching a phone.

It's incredibly convenient, super simple to use and allows you to manage your communications in ways never before possible.

Visual Voice Mail is FREE to all jamadots.com internet customers and only \$1.00 per month for all non-jamadots.com internet customers.

VOICE MAIL QUICK REFERENCE

- 1 Review Voice Mails - hear message
 - 1Repeat
 - 2Save
 - 3Erase
 - 4Reply
 - 5Send a copy
 - 6New message
 - 7Skip back five seconds
 - 8Pause/resume
 - 9Skip forward five seconds
 - #Next message
 - 11 ...Previous message
 - 88 ...Replay message with timestamp
 - 2 Send message - enter telephone or GL number, then #
 - *Cancel previous address
 - #End addressing - begin recording after tone, # to end
 - #Send
 - 0Delivery options
 - 1Private
 - 2Urgent
 - 3Hear message
 - 4Add recipient
 - 5Re-record
 - 6Send
 - 3 Subscriber transfer - log in as another subscriber
 - 4 Mailbox settings - mailbox settings menu
 - #Next option
 - 11 ...Previous option
 - 0Select
 - 5 Erased messages - hear message
 - 1Repeat
 - 2Restore
 - 3Permanently erase
 - 4Reply
 - 5Send a copy
 - 7Back up five seconds
 - 8Pause/resume
 - 9Forward five seconds
 - #Next message
 - 11 ...Previous message
 - 0 Help - helpful hints
 - #Next hint
 - 11 ...Previous hint
 - 0Transfer to operator
- Common Keys**
- 7Skip back through prompts
 - 8Pause/resume
 - 9Skip forward through prompts
 - *Cancel input or move up a level
 - #End input or move forward in a list
 - 11 ...Return to previous menu item or message
 - GL ...Group list

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Jamadots

Calling Features // Voice Mail -- Pricing and Information

by Admin



We've got the hottest calling features for your home and business and all at affordable prices that offer exceptional value. With our innovative calling features, you're in control of your incoming and outgoing calls. So start managing life's little interruptions and begin making more of your time with our custom communication solutions.

Choose from

Caller ID*	Voice Mail*, ³
Call Forwarding	Speed Calling
Call Forwarding - Busy	Selective Call Rejection
Call Forwarding - No Answer	Selective Call Acceptance
Call Forwarding - Remote Access	Anonymous Call Rejection
Call Waiting / Cancel Call Waiting	3-Way Calling / User Transfer
Distinctive Ring (Teen Line / Add-A-Line)	

*Caller ID includes Caller ID with Name/Number Display, Call Waiting, and Call Waiting Caller ID with Name/Number Display. **Voice Mail is NOT considered a Calling Feature.** ³jamadots high-speed internet subscribers receive Visual VoiceMail for no additional charge.

Pricing

Unlimited Call Features	First Calling Feature: \$3 ⁰⁰ / mo.
	Each Additional Calling Feature: FREE
Voice Mail*, ³	\$3 ⁰⁰ / mo.
Unlimited Call Features + Voice Mail Bundle	\$5 ⁰⁰ / mo.
Any Calling Feature or Voice Mail without an Access Line	\$9 ⁰⁰ / mo.

Save even more when you subscribe to jamadots High-Speed Internet.

Customers that also subscribe to jamadots high-speed internet will receive a \$3⁰⁰ high-speed internet discount

Example: Unlimited Calling Features or Voice Mail with High-Speed Internet Discount

Subscribe to Caller ID, Call Forwarding, and 3-Way Calling	\$3 ⁰⁰ / mo.
Subscribe to jamadots High-Speed Internet	- \$3 ⁰⁰ / mo.
Receive High-Speed Internet discount	Your Calling Features are FREE

Example: ~~Unlimited Calling Features + Voice Mail Bundle with High-Speed Internet Discount~~

Subscribe to Caller ID, Call Forwarding, 3-Way Calling, and Voice Mail	\$5 ⁰⁰ / mo.
Subscribe to jamadots High-Speed Internet	- \$3 ⁰⁰ / mo.

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Please enter your full jamadots.com E-mail address (i.e. customer@jamadots.com)

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Receive High-Speed Internet discount

**You pay only \$2⁰⁰ / mo.
for all your Calling Features and
Voice Mail**

Calling Feature / Voice Mail Descriptions

Caller ID Name & Number

Allows you to see an incoming caller's telephone number and name (when available) when the call rings in. Caller ID compatible equipment required.

Call Waiting / Cancel CW

You will hear a discreet beep when someone is trying to call you and you are already on the line.

Call Forwarding

Call Forwarding allows you to forward your calls to another number, such as your wireless phone.

Call Forward Busy

You may forward incoming calls to another pre-selected line when your line is busy.

3-Way Calling / User Transfer

Allows you to spontaneously add another caller during an ongoing phone conversation and/or transfer a call to a third-party.

Speed Calling - 30

Program frequently used telephone numbers into your telephone and redial the number using a 2-digit number.

Selective Call Acceptance

Stores a directory of numbers from which you will accept calls. An incoming call from a directory number not on your list will receive a message stating that you are not taking calls right now.

Selective Call Rejection

Allows you to selectively program a list of directory numbers that you want rejected or blocked. The rejected caller receives a message informing them that you are not taking calls. Your phone will not ring.

Anonymous Caller Rejection

You may reject calls for which a calling name and/or calling number display information has been intentionally blocked.

Voice Mail

Never miss another call. It's the phone service that answers your phone calls while you're away, on the Internet, sending a fax or taking another call. It also records the time and date of the call. And you can access your messages anytime from any touch-tone phone whether you're at home or away.

Visual VoiceMail

Unified Messaging is a service that allows you to retrieve all of your home voicemail through any landline telephone, personal computer, or wireless phone.

It's incredibly convenient, super simple and allows you to manage your communications in ways never before possible. Simply let us know that you would like Visual VoiceMail added to your account and we'll set-up the forwarding of your voicemails to your e-mail inbox. Now you'll receive voicemail messages in your e-mail inbox as well as in the traditional voicemail box accessible via any touch-tone telephone.

User Guides

Voice Mail User Guide

(Click the icon to the right to download the instructions.)



Calling Feature Instructions

(Click the icon to the right to download the instructions.)



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LIFELINE SERVICES

What is Lifeline?

The Lifeline Telephone Assistance Program attempts to make telephone service more affordable for low-income households throughout Michigan.

Lifeline Service is a residential basic local exchange service offering available only to qualifying low-income consumers for which the consumers pay reduced charges.

BENEFITS: There are two primary benefits available to qualifying customers:

Reduced Charges – There is a monthly discount for local telephone services charges. In most cases, the discount is \$11.25 per month. For customers aged 65 or older, the discount is \$12.35 per month.

Option to Block Outgoing Toll Calls in Lieu of a Service Deposit – This is an option to block out-going long distance service, free of charge. If the qualifying low-income customer voluntarily elects this option, the telephone company will not collect a service deposit in order to initiate Lifeline Service.

ELIGIBILITY:

Lifeline Service is available to certain low-income consumers whose household income does not exceed 150% of federal poverty standards.

The maximum income amount varies depending on the number of people in the household.

Lifeline Guidelines for 2012

The maximum household income levels for eligibility in the Lifeline Telephone Assistance Program are:

150% of Poverty Guideline's Maximum Income

2012 INCOME GUIDELINES

# of Household Members	Gross Monthly Income	Gross Annual Income
1.....	\$1,361	\$16,335
2.....	\$1,839	\$22,065
3.....	\$2,316	\$27,795
4.....	\$2,794	\$33,525
5.....	\$3,271	\$39,255
6.....	\$3,749	\$44,985
7.....	\$4,226	\$50,715
8.....	\$4,704	\$56,445

Add \$5,730 annually (\$478 monthly) for each additional household member.

If you or someone you know may be eligible for Lifeline Service, please call Lifeline Service at 1-866-321-2323 or Ontonagon County Telephone/Midway Telephone Company for an application or additional information.

NOTICE

To All Customers of the Ontonagon County Telephone Company TELECOMMUNICATIONS SERVICES

On September 28, 2012, the Public Service Commission of Michigan designated the Ontonagon County Telephone Company as an "Eligible Telecommunications Carrier" for its service area for universal service purposes. The goal of universal service is to provide all citizens access to essential telecommunications services.

The Ontonagon County Telephone Company provides single party residence (with unlimited local usage and 2000 minutes of expanded local) and business service for rates which range from \$22.24 for residential customers and \$23.63 per month for business customers within the Ontonagon, White Pine, Mass City, and Rockland exchanges; and \$22.11 for residential customers and \$23.59 per month for business customers within the Bruce Crossing and Ewen exchanges. This includes access to:

- Long distance carriers
- Emergency services
- Operator services
- Directory assistance
- Telecommunications Relay Services
- Other services designed to persons with disabilities
- Toll blocking

Use of these services may result in added charges.

In addition, the Ontonagon County Telephone Company provides one copy of its annual local directory without charge. Touch Tone service is available at no additional charge per month.

The Ontonagon County Telephone Company would be pleased to provide you with specific rates for your area upon request.

Since December 1, 1990, the Ontonagon County Telephone Company has offered qualified customers Lifeline Service. If you are a low income customer, you may qualify for Ontonagon County Telephone Company's Lifeline Program. This means you may receive a monthly discount for your basic phone charges. This service also includes discounted toll blocking for qualifying customers.

Please call the Ontonagon County Telephone Company at 1-800-562-7113 or 884-9911 if you have any questions.




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MPSC Lifeline Discounted Telephone Service

Lifeline Program and Application Link

We encourage eligible, low income residential customers to take advantage of available discounts on their telephone bills. The Lifeline program provides customers with limited incomes a discount of \$11.25 per month (up to \$12.35 for customers age 65 or older) on basic as well as more advanced combinations of services.

You may qualify for Lifeline if your household income is at or below 150% of the federal poverty level. You may also qualify if you participate in one of the following assistance programs:

- Medicaid
- Food Stamps
- Federal Public Housing Assistance
- Supplemental Security Income (SSI)
- Low Income Home Energy Assistance (LIHEAP)
- National School Lunch Program
- Temporary Assistance for Needy Families (TANF).

If you believe that you or someone you know satisfies the above requirements, please contact your local customer service center or call (866) 321-2323 for more information about these discounts.

Regulations established by the Federal Communications Commission prohibit any household from receiving more than one Lifeline discount and

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Stations Programs

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Lifeline customers will be asked to verify their continued eligibility for the program on a regular basis.

family size	gross monthly income (must be less than)	gross annual income (must be less than)
1	\$1,396.00	\$16,755
2	\$1,891.00	\$22,695
3	\$2,386.00	\$28,635
4	\$2,881.00	\$34,575
For each additional household member add:	\$495.00	\$5,940

Additional restrictions may apply. Telephone companies may require annual re-enrollment and verification of income eligibility. Contact your local office or the Lifeline Administration Service for complete details.

Lifeline Application

>> [Click Here](#) << to be redirected to the Standard Lifeline application.

>> [Click Here](#) << to be redirected to the Tribal Lifeline application.

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Michigan Lifeline Administration Service

LIFELINE APPLICATION

Eligible customers will receive \$11.25 off their monthly phone bill
and seniors aged 65 and older can receive additional discounts.

TOLL FREE 1-866-321-2323

To apply for Lifeline Service, complete the application below and send it to:

Lifeline Administration Service

PO Box 11037, Lansing, Michigan 48901 OR fax to 517-482-3548

IDENTIFICATION INFORMATION (PLEASE PRINT)

Applicant's phone number:		Name of phone company:	
Date of Birth:	Last 4-digits of Social Security Number:		
Last Name:	First Name:	M.I.:	
Street: Residential street address only; FCC regulations prohibit the use of P.O. Boxes for the Lifeline program			
City:	State:	ZIP Code:	
This is my permanent address: Yes <input type="checkbox"/> No <input type="checkbox"/>			
Billing Address, City, State and Zip Code (if different from Service Address)			
There are multiple unique households (e.g. nursing home, assisted living facility) at my address, as defined in this program.		YES <input type="checkbox"/>	NO <input type="checkbox"/>

PROGRAM QUALIFICATION INFORMATION

To be eligible for Lifeline discounts, regulations require you to qualify via one of the two methods below. Please fill out one section only.

Method 1. My income is within the guidelines and I am providing the following photocopies that document my total household income, which is stated below. Please check all that apply.

TOTAL MONTHLY INCOME: \$ **NUMBER OF HOUSEHOLD MEMBERS:**

# of Household Members	Gross Monthly Income	Gross Annual Income*
1	\$1,436	\$17,235
2	\$1,939	\$23,265
3	\$2,441	\$29,295
4	\$2,944	\$35,325

* Add \$6,030 (\$503 monthly) for each additional household member.

<input type="checkbox"/> Prior year's state or federal tax return.	<input type="checkbox"/> Current Annual Income Statement from Employer
<input type="checkbox"/> Social Security statement of benefits	<input type="checkbox"/> Paycheck stubs or other official document containing income information for any 3 consecutive months within last 12 months
<input type="checkbox"/> Retirement/pension statement of benefits	<input type="checkbox"/> Veterans Administration statement of benefits
<input type="checkbox"/> Unemployment/Worker's Compensation Statement of Benefits	<input type="checkbox"/> Divorce decree or child support document containing income information

Method 2. I, or the member of my household named below, receives assistance from one of the listed programs. I am providing documentation of participation in the checked program.

Name: _____

<input type="checkbox"/> Food stamps	<input type="checkbox"/> Federal Public Housing Assistance or Section 8
<input type="checkbox"/> Medicaid	<input type="checkbox"/> Temporary Assistance for Needy Families (TANF)
<input type="checkbox"/> Supplemental Security Income	<input type="checkbox"/> National School Lunch - Free Lunch Program
<input type="checkbox"/> Low-Income Home Energy Plan (LIHEAP)	

LIFELINE ADMINISTRATION SERVICE PROCESSES APPLICATIONS FOR THE FOLLOWING COMPANIES

Ace Communications	Chippewa County Telephone Company	Sand Creek Telephone Company
Allendale Telephone Company	Climax Telephone Company	Southwest Michigan Communications
Baraga Telephone Company	Deerfield Farmers' Telephone Co.	Springport Telephone Company
Barry County Telephone Company	Hiawatha Telephone Company	TDS Telecom
Blanchard Telephone Company	Kaleva Telephone Company	Thumb Cellular
Bloomington Communications	Lennon Telephone Company	Upper Peninsula Telephone Company
Carr Telephone Company	Michigan Central Broadband Co.	Waldron Telephone Company
CenturyLink of Michigan	Midway Telephone Company	Westphalia Broadband, Inc.
CenturyLink of Midwest Michigan	Ogden Communications	Westphalia Telephone Company
CenturyLink of Northern Michigan	Ontonagon County Telephone Co.	Winn Telecom
CenturyLink of Upper Michigan	Pigeon Telephone Company	Winn Telephone Company
Chapin Telephone Company		

For more information, please call 1-866-321-2323.

If your phone company is not on the list above, please contact them directly to apply for Lifeline discounts.

APPLICANT ACKNOWLEDGEMENTS

PLEASE READ AND INITIAL EACH OF THE FOLLOWING STATEMENTS TO INDICATE THAT YOU UNDERSTAND AND AGREE:

- I understand and consent to Lifeline Administration Service providing my Lifeline service account information, including but not limited to, my name, residential address, phone number, date of birth, the last 4 digits of my social security number, the date on which my Lifeline service was initiated/terminated, the amount of Lifeline support provided, and the means through which I qualified for Lifeline, to the Universal Service Administrative Company (USAC), USAC's agents and/or the National Lifeline Accountability Database to ensure the proper administration of the Lifeline program. I understand that if I fail to provide this consent, Lifeline Administration Service will deny me Lifeline service.
- Lifeline is a non-transferable benefit and the subscriber may not transfer his or her benefit to any other person.
- Lifeline is a federal benefit and willfully making false statements to obtain the benefit can result in fines, imprisonment, de-enrollment or being barred from the program.
- Lifeline support is only available for a single phone line at my principal residence and no one else in my household is receiving Lifeline discounts. (A "household" is defined as any individual or group of individuals who live together at the same address and share income and expenses.)
- Violation of the one-per-household limitation constitutes a violation of the Federal Communication Commission's rules and will result in the subscriber's de-enrollment from the program and potentially prosecution by the US government.
- I understand that if I am identified as receiving more than one Lifeline benefit, all telephone service providers involved may be notified so that I may select one service and be de-enrolled from the other(s).
- I will notify my telephone company within 30 days if I no longer qualify for Lifeline and I may be subject to penalties if I fail to do so.
- I will notify my telephone company within 30 days of any changes to my residential address.
- I will be required to certify my continued eligibility for Lifeline at least once a year and know failure to do so will result in termination of my participation in the program.

APPLICANT SIGNATURE

I certify, under penalty of perjury, that the information provided in this application and supporting documentation is true and complete.

Signature:

Date:

REVISED 2/2013

Michigan Lifeline Administration Service
LIFELINE APPLICATION FOR TRIBAL AREAS

Eligible customers will receive up to \$35.00 off their monthly phone bill and seniors aged 65 and older can receive additional discounts. Tribal customers can also receive discounts of up to \$100 for commencing service at the subscriber's principal place of residence.

TOLL FREE 1-866-321-2323

To apply for Lifeline Service, complete the application below and send it to:

Lifeline Administration Service

PO Box 11037, Lansing, Michigan 48901 OR fax to 517-482-3548

IDENTIFICATION INFORMATION (PLEASE PRINT)

Applicant's phone number:		Name of phone company:	
Date of Birth:	Last 4-digits of Social Security Number:		
Last Name:	First Name:	M.I.:	
Street: Residential street address only; FCC regulations prohibit the use of P.O. Boxes for the Lifeline program			
City:	State:	ZIP Code:	
This is my permanent address: Yes <input type="checkbox"/> No <input type="checkbox"/>			
Billing Address, City, State and Zip Code (if different from Service Address)			
There are multiple unique households (e.g. nursing home, assisted living facility) at my address, as defined in this program. YES <input type="checkbox"/> NO <input type="checkbox"/>		I am a new customer connecting service at this address for the first time. YES <input type="checkbox"/> NO <input type="checkbox"/> Date Service Started: _____	

PROGRAM QUALIFICATION INFORMATION

To be eligible for Lifeline discounts, regulations require you to qualify via one of the two methods below. Please fill out one section only.

Method 1. My income is within the guidelines and I am providing the following photocopies that document my total household income, which is stated below. Please check all that apply.

TOTAL MONTHLY INCOME: \$ **NUMBER OF HOUSEHOLD MEMBERS:**

# of Household Members	Gross Monthly Income	Gross Annual Income*
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Name: _____

<input type="checkbox"/> Food stamps	<input type="checkbox"/> Medicaid	<input type="checkbox"/> Federal Public Housing Assistance or Section 8
<input type="checkbox"/> Food Distribution Program on Indian Reservations	<input type="checkbox"/> Temporary Assistance for Needy Families (TANF)	
<input type="checkbox"/> Supplemental Security Income	<input type="checkbox"/> National School Lunch – Free Lunch Program	
<input type="checkbox"/> Low-Income Home Energy Plan (LIHEAP)	<input type="checkbox"/> Bureau of Indian Affairs General Assistance	

LIFELINE ADMINISTRATION SERVICE PROCESSES APPLICATIONS FOR THE FOLLOWING COMPANIES

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CenturyLink of Midwest Michigan	Ogden Communications	Westphalia Telephone Company
CenturyLink of Northern Michigan	Ontonagon County Telephone Co.	Winn Telecom
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- Lifeline is a non-transferable benefit and the subscriber may not transfer his or her benefit to any other person.
- Lifeline is a federal benefit and willfully making false statements to obtain the benefit can result in fines, imprisonment, de-enrollment or being barred from the program.
- Lifeline support is only available for a single phone line at my principal residence and no one else in my household is receiving Lifeline discounts. (A "household" is defined as any individual or group of individuals who live together at the same address and share income and expenses.)
- Violation of the one-per-household limitation constitutes a violation of the Federal Communication Commission's rules and will result in the subscriber's de-enrollment from the program and potentially prosecution by the US government.
- I understand that if I am identified as receiving more than one Lifeline benefit, all telephone service providers involved may be notified so that I may select one service and be de-enrolled from the other(s).
- I will notify my telephone company within 30 days if I no longer qualify for Lifeline and I may be subject to penalties if I fail to do so.
- I will notify my telephone company within 30 days of any changes to my residential address.
- I will be required to certify my continued eligibility for Lifeline at least once a year and know failure to do so will result in termination of my participation in the program.

APPLICANT SIGNATURE

I certify, under penalty of perjury, that the information provided in this application and supporting documentation is true and complete.

Signature:

Date:

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FCC FORM 481

**STATEMENT REGARDING FUNCTIONALITY IN EMERGENCY
SITUATIONS (600/610)**

Ontonagon County Telephone Company ("Carrier") is able to remain functional in an emergency situation through the use of back-up power to ensure functionality without an external power source. Carrier has backup battery reserve in its central office and remote cabinets, which enables it to provide service for a minimum of 8 hours. Carrier's service is consistent with the prior obligations to provide service in emergency situations as set forth in § 54.202(a)(2) and Rule 46 of the MPSC's Service Quality Rules (2000 AC, R 484.546), and its network is engineered to provide maximum capacity in order to handle excess traffic in the event of traffic spikes resulting from emergency situations. Carrier has redundancy in its network for use in re-rerouting traffic when facilities are damaged.



ONTONAGON COUNTY
TELEPHONE
COMPANY

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WC Docket Nos. 10-90 and 11-42

FCC FORM 481

**Rate of Return Documentation
(3005/3026)**

REDACTED VERSION



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ONTONAGON COUNTY TELEPHONE COMPANY

OCT 23 2013

Financial Statements

With Independent Accountant's Review Report FCC Mail Room

As of December 31, 2012 and 2011

CONFIDENTIAL



McCartney & Company, P.C.

Certified Public Accountants

Okemos, Michigan

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CONFIDENTIAL



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INDEPENDENT ACCOUNTANT'S REVIEW REPORT

To the Board of Directors
Ontonagon County Telephone Company
Munising, Michigan

We have reviewed the accompanying balance sheets of Ontonagon County Telephone Company (a corporation and a wholly owned subsidiary of Hiawatha Communications, Inc.), as of December 31, 2012 and 2011, and the related statements of income and changes in retained earnings and cash flows for the years then ended. A review includes primarily applying analytical procedures to management's financial data and making inquiries of Company management. A review is substantially less in scope than an audit, the objective of which is the expression of an opinion regarding the financial statements as a whole. Accordingly, we do not express such an opinion.

Management is responsible for the preparation and fair presentation of the financial statements in accordance with accounting principles generally accepted in the United States of America and for designing, implementing, and maintaining internal control relevant to the preparation and fair presentation of the financial statements.

Our responsibility is to conduct the review in accordance with Statements on Standards for Accounting and Review Services issued by the American Institute of Certified Public Accountants. Those standards require us to perform procedures to obtain limited assurance that there are no material modifications that should be made to the financial statements. We believe that the results of our procedures provide a reasonable basis for our report.

Based on our review, we are not aware of any material modifications that should be made to the accompanying financial statements in order for them to be in conformity with accounting principles generally accepted in the United States of America.

McCartney & Company, P.C.

October 1, 2013

Ontonagon County Telephone Company
Balance Sheets
As of December 31, 2012 and 2011

ASSETS

	2012	2011
<u>Current Assets</u>		
Cash and cash equivalents	\$ [REDACTED]	\$ [REDACTED]
Accounts receivable - Connecting Companies	[REDACTED]	[REDACTED]
Accounts receivable - Other	[REDACTED]	[REDACTED]
Accounts receivable - Affiliates	[REDACTED]	[REDACTED]
Inventory	[REDACTED]	[REDACTED]
Current deferred taxes	[REDACTED]	[REDACTED]
Total Current Assets	[REDACTED]	[REDACTED]
<u>Investments</u>		
Other investments	[REDACTED]	[REDACTED]
Total Investments	[REDACTED]	[REDACTED]
<u>Plant, Property and Equipment</u>		
Plant in service	[REDACTED]	[REDACTED]
Less accumulated depreciation	[REDACTED]	[REDACTED]
Total Plant, Property and Equipment	[REDACTED]	[REDACTED]
<u>Total Assets</u>	\$ [REDACTED]	\$ [REDACTED]

See accompanying notes and independent accountant's review report



LIABILITIES AND STOCKHOLDERS' EQUITY

	2012	2011
<u>Current Liabilities</u>		
Accounts payable	\$ [REDACTED]	\$ [REDACTED]
Accounts payable - affiliates	[REDACTED]	[REDACTED]
Advance billings and payments	[REDACTED]	[REDACTED]
Accrued compensated absences	[REDACTED]	[REDACTED]
Other current liabilities	[REDACTED]	[REDACTED]
Total Current Liabilities	[REDACTED]	[REDACTED]
<u>Deferred Liabilities</u>		
Deferred compensation plans	[REDACTED]	[REDACTED]
Deferred federal income taxes	[REDACTED]	[REDACTED]
Deferred state income taxes	[REDACTED]	[REDACTED]
Total Deferred Liabilities	[REDACTED]	[REDACTED]
<u>Stockholders' Equity</u>		
Common Stock	[REDACTED]	[REDACTED]
Additional paid in capital	[REDACTED]	[REDACTED]
Retained earnings	[REDACTED]	[REDACTED]
Total Stockholders' Equity	[REDACTED]	[REDACTED]
<u>Total Liabilities and Stockholders' Equity</u>	\$ [REDACTED]	\$ [REDACTED]

See accompanying notes and independent accountant's review report

Ontonagon County Telephone Company
Statements of Income and Changes in Retained Earnings
As of December 31, 2012 and 2011

	2012	2011
<u>Operating Revenues</u>		
Local service revenues	\$ [REDACTED]	\$ [REDACTED]
Access service		
Interstate		
Intrastate		
Deregulated		
Miscellaneous		
Total Operating Revenues	[REDACTED]	[REDACTED]
<u>Operating Expenses</u>		
Plant specific	[REDACTED]	[REDACTED]
Network and other		
Depreciation		
Customer operations		
Corporate operations		
Deregulated		
Total Operating Expenses	[REDACTED]	[REDACTED]
<u>Net Operating Revenue</u>	[REDACTED]	[REDACTED]
<u>Operating Taxes</u>		
Federal income taxes	[REDACTED]	[REDACTED]
State income taxes		
Other operating taxes		
Total Operating Taxes	[REDACTED]	[REDACTED]
<u>Net Operating Income</u>	[REDACTED]	[REDACTED]
Interest and dividend income		
Gain on fixed asset disposal		
Other income and expense		
Federal non-operating income taxes		
<u>Net Income</u>	[REDACTED]	[REDACTED]
Retained earnings - Beginning		
<u>Retained earnings - Ending</u>	\$ [REDACTED]	\$ [REDACTED]

See accompanying notes and independent accountant's review report

Ontonagon County Telephone Company
Munising, Michigan

Statements of Cash Flows
For the Years Ended December 31, 2012 and 2011

	<u>2012</u>	<u>2011</u>
<u>Operating Activities</u>		
Net Income	\$	\$
Adjustments to reconcile net income to net cash provided by operating activities:		
Depreciation		
Provisions for deferred taxes		
Accrued compensated absences		
Deferred compensation plans		
Change in operating assets and liabilities:		
Accounts receivable		
Inventory		
Accounts payable		
Advance billings and payments		
Other liabilities		
Net Cash Flows Provided by (Used in) Operating Activities		
<u>Investing Activities</u>		
Purchases of plant, property and equipment		
Salvage net of cost of removal		
Proceeds from investments		
Net Cash Used in Investing Activities		
<u>Increase in Cash and Cash Equivalents</u>		
<u>Cash and Cash Equivalents - Beginning</u>		
<u>Cash and Cash Equivalents - Ending</u>	\$	\$

See accompanying notes and independent accountant's review report

ONTONAGON COUNTY TELEPHONE COMPANY

Notes to Financial Statements

1. Summary of Significant Accounting Policies

These financial statements contain the accounts of Ontonagon County Telephone Company (the Company). The Company is a wholly owned subsidiary of Hiawatha Communications, Inc. and is located in the Upper Peninsula of the state of Michigan. The Company's major business activity is providing local telephone exchange service and access to the public switched telephone network.

The Company grants credit to customers, substantially all of whom are local residents. Additionally, the Company grants credit to interexchange carriers for access to the public switched telephone network. Approximately [REDACTED] of the Company's operating revenue is received from access revenue from interexchange carriers.

The Company rarely requires collateral from either its customers or telecommunications providers. Accordingly, failure to collect on these accounts would result in a direct loss of the amounts uncollected. However, a portion of these losses would be recoverable through the settlement process described below. Due from subscribers is shown net of the allowance for doubtful accounts of \$[REDACTED] and \$[REDACTED] at December 31, 2012 and 2011, respectively. Accounts receivable - Connecting companies is shown net of the allowance for doubtful accounts of \$[REDACTED] at both December 31, 2012 and 2011. For Accounts receivable - Other, no allowance for doubtful accounts was determined to be necessary. The Company's estimate is based on historical collection experience and a review of the current status of accounts receivable. Trade receivables are carried at their estimated collectible amounts. Trade credit is generally extended on a short-term basis; thus trade receivables do not bear interest, and the Company does not apply a finance charge to past due receivables. Additionally, the Company generally does not hold financial instruments with off-balance-sheet credit risk.

The accounting records of the Company are maintained in accordance with the Uniform System of Accounts for Class A and B telephone companies prescribed by the Michigan Public Service Commission, which conform to accounting principles generally accepted in the United States of America. Preparation of the Company's financial statements in conformity with accounting principles generally accepted in the United States of America requires the use of management's estimates, primarily related to collectibility of receivables, access revenue settlement amounts, the present value of deferred compensation, depreciable lives of property, plant and equipment, and deferred tax assets and liabilities. Actual results may vary from these estimates.

Compensation for interstate access services was received through tariffed access charges filed by the National Exchange Carrier Association (NECA) with the Federal Communications Commission (FCC) on behalf of the member companies. These access charges are billed by the Company to the interstate interexchange carriers, and pooled with like revenues from all NECA member companies. The portion of the pooled access charge revenue received by the Company is based upon its actual cost of providing interstate access service, plus a return on the investment dedicated to providing that service. The Company recorded true-ups of prior years' estimated interstate access settlements that had the net effect of increasing 2012 and 2011 net income before federal and state income taxes in the amount of \$[REDACTED] and \$[REDACTED], respectively.

Intrastate and local access revenue is based on charges billed under the Company's intrastate access revenue tariff or interconnection agreements. These revenues are dependent upon actions of interexchange carriers over which the Company has no control. It is possible that changes could occur that would cause a significant impact on the Company's future revenues.

ONTONAGON COUNTY TELEPHONE COMPANY

Notes to Financial Statements

1. Summary of Significant Accounting Policies (continued)

In November 2011, the FCC issued an order reforming the Universal Service Fund reporting and distributions, as well as, carrier compensation billing and settlement process. It is unknown at this time what financial impact the order will have on the Company.

Cash and cash equivalents include cash and short-term, highly liquid investments with original maturities of three months or less. Those investments with original maturities of over three months to twelve months are classified as temporary cash investments. The Company's cash and temporary cash investment accounts are subject to the Federal Deposit Insurance Corporation (FDIC) insurance limit of \$250,000 per financial institution. At various times during the year the Company's cash account balances exceeded this amount in the normal course of business. At December 31, 2012, cash and temporary investments account balances exceeded this limit by approximately \$[REDACTED]. Other investments are not covered by FDIC insurance.

Non-cash investing and financing activities consisted of plant increases included as accounts payable of \$[REDACTED] at December 31, 2011.

All federal and state income taxes are paid by the Company's parent corporation.

It is the policy of the Company to expense advertising costs as incurred.

Sales, use and excise taxes collected from subscribers are presented on a net basis.

Inventory consists of materials and supplies for additions and maintenance of the telephone plant and telephone equipment for resale. Inventory is priced at the lower of cost or market on an average cost basis.

2. Plant, Property and Equipment

Additions to telephone plant and replacements of significant units of property are capitalized at original cost. When telephone plant is retired, its cost is removed from the asset account and charged against the depreciation reserve together with any related salvage and removal costs. No gains or losses are recognized in connection with routine retirements of depreciable property.

Plant in service is summarized as follows at December 31, 2012 and 2011:

	2012	2011
Land and buildings	\$ [REDACTED]	\$ [REDACTED]
General support	[REDACTED]	[REDACTED]
Central office equipment	[REDACTED]	[REDACTED]
Cable and wire facilities	[REDACTED]	[REDACTED]
	<u>\$ [REDACTED]</u>	<u>\$ [REDACTED]</u>

ONTONAGON COUNTY TELEPHONE COMPANY

Notes to Financial Statements

2. Plant, Property and Equipment (continued)

Depreciation expense for plant is calculated using a rate that distributes the gross cost of a class of assets, and its estimated net salvage, on a straight-line basis over the estimated service life of that class of assets. The composite depreciation rate was █% and █% for 2012 and 2011, respectively.

During 2012 the Company conducted a study of the plant depreciation rates. As a result of this study, new depreciation rates were implemented effective January 1, 2012. The impact of this change in 2012 was an increase in depreciation expense recorded in the amount of approximately \$█.

3. Construction Expenditures

Construction and other plant expenditures totaled \$█ and \$█ on an accrual basis in 2012 and 2011, respectively. Management has proposed expenditures for the expansion of plant totaling approximately \$█ during 2013.

4. Taxes

For income tax purposes, the Company is included in the federal consolidated and state combined tax returns with its parent Hiawatha Communications, Inc. For financial reporting purposes, income taxes are computed and recorded as if the Company filed separate income tax returns, except that: (i) in the event the Company generates a net tax loss which is utilized in Hiawatha Communications, Inc.'s returns, the Company will be given the benefit of such loss, (ii) federal income taxes are calculated based upon the statutory tax rate in effect for Hiawatha Communications, Inc. and its subsidiary on a consolidated basis, and (iii) state income taxes are calculated based upon the taxes in effect for Hiawatha Communications, Inc. and its subsidiary on a combined basis. Deferred income taxes are accounted for using an asset and liability approach that requires the recognition of deferred tax liabilities and assets for the expected future tax consequences of temporary differences between the financial statement and tax basis of assets and liabilities at the applicable enacted tax rates. Temporary differences giving rise to deferred tax liabilities and assets consist primarily of the excess of depreciation for tax purposes over the amount for financial reporting purposes, and investments reported for differently for financial reporting and tax purposes.

Tax provisions charged to expense for the years ended December 31, 2012 and 2011 are summarized below.

	2012	2011
Federal income taxes (benefit):		
Current	\$ █	\$ █
Deferred	█	█
Subtotal	\$ █	\$ █
State income taxes (benefit):		
Current	\$ █	\$ █
Deferred	█	█
Subtotal	\$ █	\$ █
Other taxes:		
Property	█	█
Miscellaneous	█	█
Total income and other taxes	\$ █	\$ █

ONTONAGON COUNTY TELEPHONE COMPANY

Notes to Financial Statements

4. Taxes (continued)

Total federal income tax expense, divided by the sum of such tax expense and net income, results in an effective tax rate of approximately [REDACTED] % and [REDACTED] % for 2012 and 2011, respectively. The difference between the Company's federal effective income tax rate and the federal statutory rate is primarily a result of expenses deductible for financial reporting purposes that are not deductible for tax purposes, and adjustments to prior year tax accruals.

The Company periodically settles amounts owed to Hiawatha Communications, Inc. for income taxes. For the years ended December 31, 2012 and 2011, a federal income tax liability was recorded as a payable to Hiawatha Communications, Inc. in the amount of \$[REDACTED] and \$[REDACTED], respectively. For the years ended December 31, 2012 and 2011, a state income tax liability was recorded as a payable to Hiawatha Communications, Inc. in the amount of \$[REDACTED] and \$[REDACTED], respectively.

Effective January 1, 2012, the State of Michigan eliminated the Michigan Business Tax and implemented the Corporate Income Tax. This change necessitated the adjustment of certain deferred tax assets and liabilities to implement the new income tax.

Management believes that there is a greater than 50% chance (more likely than not) that the Company is entitled to the economic benefit resulting from tax positions taken in income tax returns. No interest or penalties related to uncertain tax positions has been recognized in the income statements or balance sheets for the years ended December 31, 2012 and 2011. However, federal and state tax returns for years 2009 through 2012 remain subject to possible audit.

5. Pension Plan

The Company has a defined benefit pension plan in effect for all of its employees who meet certain age and length of service requirements. The plan is administered by the National Telephone Cooperative Association (NTCA) retirement plan, a defined benefit pension plan qualified by the Internal Revenue Code. In this multiple-employer plan, which is available to members of NTCA, the accumulated benefits and plan assets are not determined or allocated separately by individual employers. The plan requires annual contributions, equal to the amount accrued for pension expense. Contributions for 2012 and 2011 were \$[REDACTED] and \$[REDACTED], respectively.

Additionally, Company employees participate in a cash or deferred arrangement 401(K) plan administered by John Hancock. Employer contributions were made to this plan in the amount of \$[REDACTED] and \$[REDACTED] for 2012 and 2011, respectively.

6. Postretirement Benefit Plan

The Company sponsors a postretirement benefit plan for certain employees of the Company. The benefit obligation at December 31, 2012 and 2011 was \$[REDACTED] and \$[REDACTED], respectively.

7. Related Parties Transactions

The Company had a bank balance of \$[REDACTED] and \$[REDACTED] at December 31, 2012 and 2011, respectively, with a financial institution considered a related party. Additionally, a significant portion of the Company's general banking activity is done through this financial institution.

The company also had the following related party transactions during 2012 and 2011, with its parent and affiliated subsidiaries:

ONTONAGON COUNTY TELEPHONE COMPANY

Notes to Financial Statements

7. Related Parties Transactions (continued)

	2012	2011
Due from affiliate – Hiawatha Communications, Inc. (HCI), beginning of year	\$ [REDACTED]	\$ [REDACTED]
Cash advance	[REDACTED]	[REDACTED]
Investment receivable	[REDACTED]	[REDACTED]
Labor & customer charges	[REDACTED]	[REDACTED]
General & administrative paid	[REDACTED]	[REDACTED]
General & administrative billed	[REDACTED]	[REDACTED]
Allocation of state tax expense	[REDACTED]	[REDACTED]
Allocation of federal tax expense	[REDACTED]	[REDACTED]
Due from affiliate – HCI, end of year	\$ [REDACTED]	\$ [REDACTED]

	2012	2011
Due from affiliate – Hiawatha Telephone Co. (HTC), beginning of year	\$ [REDACTED]	\$ [REDACTED]
Labor & customer charges to	[REDACTED]	[REDACTED]
Labor & customer payments from	[REDACTED]	[REDACTED]
Labor & customer payments to	[REDACTED]	[REDACTED]
Labor & customer charges from	[REDACTED]	[REDACTED]
Due from affiliate – HTC, end of year	\$ [REDACTED]	\$ [REDACTED]

	2012	2011
Due from affiliate – Midway Telephone Co. (MTC), beginning of year	\$ [REDACTED]	\$ [REDACTED]
Labor & customer charges to	[REDACTED]	[REDACTED]
Labor & customer payments from	[REDACTED]	[REDACTED]
Labor & customer payments to	[REDACTED]	[REDACTED]
Labor & customer charges from	[REDACTED]	[REDACTED]
Due from affiliate – MTC end of year	\$ [REDACTED]	\$ [REDACTED]

	2012	2011
Due from affiliate – Jamadots, Inc. Beginning of year	\$ [REDACTED]	\$ [REDACTED]
Labor & customer charges to	[REDACTED]	[REDACTED]
Labor & customer payments from	[REDACTED]	[REDACTED]
Labor & customer payments to	[REDACTED]	[REDACTED]
Labor & customer charges from	[REDACTED]	[REDACTED]
Due from affiliate – Jamadots end of year	\$ [REDACTED]	\$ [REDACTED]

	2012	2011
Due from affiliate – Chippewa County Telephone Co. (CCTC) beginning of year	\$ [REDACTED]	\$ [REDACTED]
Labor & customer charges to	[REDACTED]	[REDACTED]
Labor & customer payments from	[REDACTED]	[REDACTED]
Due from affiliate – CCTC end of year	\$ [REDACTED]	\$ [REDACTED]

8. Subsequent Events

The date to which events occurring after December 31, 2012 have been evaluated for possible adjustment to the financial statements or disclosure is October 1, 2013, which is the date on which the financial statements were available to be issued.